

Effective immediately, in response to the COVID-19 outbreak, payments for water and sewer bills will only be accepted electronically on our website or by mailing to our Buffalo address only.

**No cash or check payments will be accepted
at the 1 Lagrange Avenue office in person or by mail.**

Pay Electronically: DCWWA is now able to accept your bill payments on-line at our website: www.dcwwa.org.

Pay by Mail: Mail payments to: DCWWA
Box 8000, Department 232
Buffalo, NY 14267-0002

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BIRCH HILL ~ SEPT 2020

Sign up for email notifications at www.DCWWA.org on the System Alerts and Advisories page.

YOUR BILL, RATE, & FEE SCHEDULE – Enclosed is your bill for water service provided to your property for June 2020 through August 2020. Copies of the adopted 2020 rate/fee schedules have been posted on the Authority's website and are available upon request. Our Board typically holds a Public Hearing for the following budget year's water and sewer rates during the month of November. The DCWWA does not send out Past Due notices. Any amount that is in arrears is added, with late charges, to your next scheduled bill.

MAINTAIN ACCESS TO METER/REMOTE READ HEADS - Please keep the remote read head area, or meter pit access lid, if applicable, clear in order to facilitate access for our meter readers for inspection. Wires to remote read heads must be protected by the property owner. A penalty is assessed when a meter/remote read head is damaged by the owner's action or negligence. If we are unable to read the outside remote or meter because access to it is encumbered, you may be subject to an Inaccessible Meter Charge. If there is a discrepancy between the inside meter and the remote read head, it is the meter that takes precedence.

PETS – Please be advised that our meter readers will not enter your property if an unleashed animal is in the yard. You will also be subject to an inaccessible meter charge.

CUSTOMER CORRESPONDENCE – Please do not send address changes, concerns, or inquiries on your bill payment stub or enclose other correspondence with your payment. Instead, e-mail these issues to dcwwabilling@dutchessny.gov. Please include your name, daytime phone number, and account look-up number on all your correspondence.

RULES AND REGULATIONS – The customer agrees to be bound by the terms of the DCWWA Water/Sewer Rules and Regulations available on our website www.DCWWA.org and upon request.

CALL BEFORE YOU DIG – Before doing any form of mechanized excavating on your property, call "811" at least 3 business days in advance of the work.

RESTORATION OF WATER SERVICE – Water service is turned on or off at the curb or main by the DCWWA. Unauthorized persons are **not** permitted to turn water on/off. Requests to turn water service on or off must be made in writing. Please note that per the rate/fee schedule, the monthly service charge remains in effect even when the water is shut-off.

PAYMENT – Payment of your water bill should be by check or money order made payable to "Dutchess County Water and Wastewater Authority" or "DCWWA". Please include the top portion of your bill when making your payment and write your **LOOK-UP NUMBER**, on your check/money order. Mail your payment at least one week prior to the bill due date to ensure on-time delivery. Payments arriving after the due date are considered late and a penalty fee will be charged.

CLOSINGS – Please allow five business days to arrange for a closing bill when you sell your home or property since an inside water meter reading is required. Only the current homeowner can call to schedule the closing meter reading and close the account. A realtor or future home buyer cannot request this. To request a closing bill, call (845) 486-3601.

CONTACT INFORMATION: Main Number: (845) 486-3601, Mon.–Fri. 9–5pm or dcwwa@dutchessny.gov. Billing e-mail: dcwwabilling@dutchessny.gov. System Operation issues call the Main Number Mon.–Fri 9-5pm or e-mail dcwwa@dutchessny.gov. Emergencies: Environmental Consultants 845-486-1030 or after 4 pm and weekends: 845-431-6677.

IMPORTANT NOTICE: COLLECTION THROUGH TAX BILLS

The Dutchess County Water and Wastewater Authority is empowered to collect unpaid water/sewer bills through the real property tax collection process. All accounts in arrears as of **October 15, 2020** from the DCWWA **Birch Hill water service** area will be referred to the County property tax collector for inclusion on the January 2021 Real Property tax bill. This applies to the total amount due as of October 15, 2020, including applicable late charges if the payment is received after the due date. An additional late charge of 5 ¼ % of the total balance in arrears will be added. The late charge (which equals 1 ¾ % per month for 3 months) is applied because the Authority will not be able to receive these payments from the tax office until late February 2021. Once the referral of unpaid accounts has been made to the tax collector, those charges will appear on the next property tax bill and may only be paid through the property tax collection process. Please keep your account up to date as the Authority cannot accept and process payment for any delinquent water charges past October 15, 2020. If your payment is received after that date, it will be applied to your next bill.